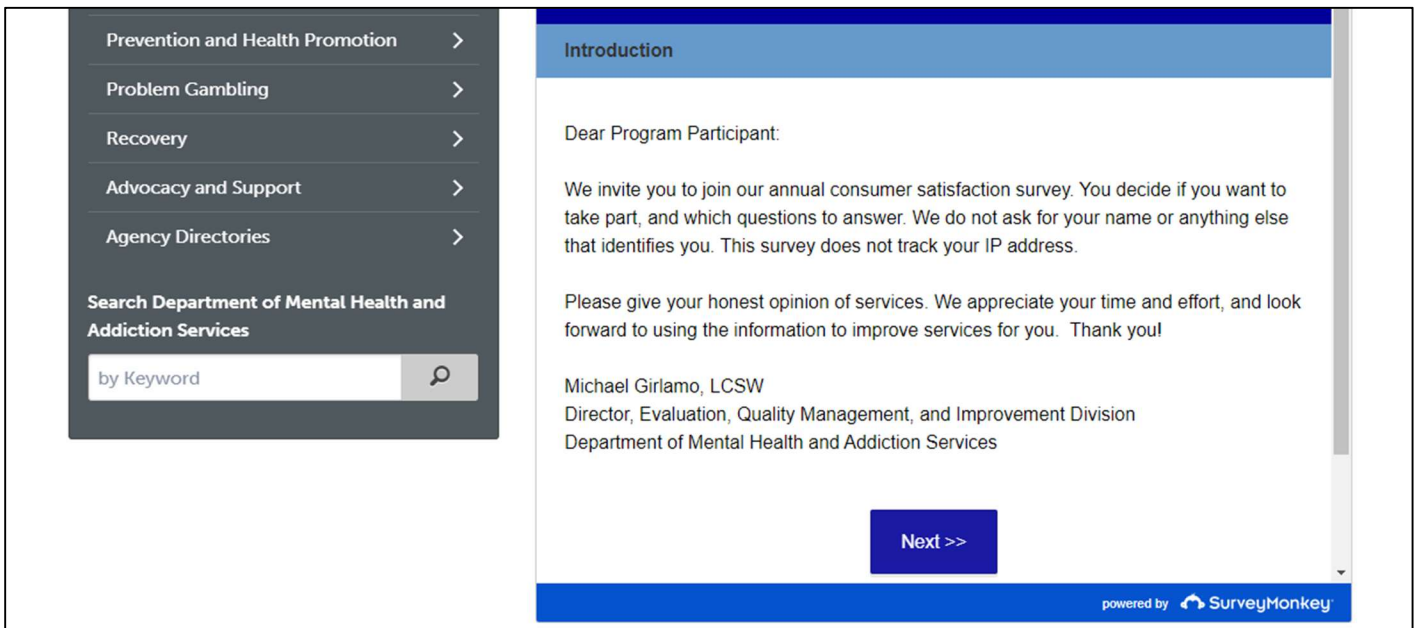


You Can Take the DMHAS Consumer Satisfaction Survey Online!

It is easy to take the survey online! Here's how.

If you are on a PC, tablet, or phone, click on this link: [DMHAS Consumer Survey - English](#)

This will bring you to a page that looks like this on a computer screen:

The screenshot shows a web interface for the DMHAS Consumer Satisfaction Survey. On the left is a dark gray sidebar with white text. It lists five categories: 'Prevention and Health Promotion', 'Problem Gambling', 'Recovery', 'Advocacy and Support', and 'Agency Directories', each followed by a right-pointing chevron. Below these is a search bar with the text 'Search Department of Mental Health and Addiction Services' and a placeholder 'by Keyword' with a magnifying glass icon. The main content area has a blue header with the word 'Introduction'. Below the header, the text reads: 'Dear Program Participant: We invite you to join our annual consumer satisfaction survey. You decide if you want to take part, and which questions to answer. We do not ask for your name or anything else that identifies you. This survey does not track your IP address. Please give your honest opinion of services. We appreciate your time and effort, and look forward to using the information to improve services for you. Thank you! Michael Giralmo, LCSW Director, Evaluation, Quality Management, and Improvement Division Department of Mental Health and Addiction Services'. At the bottom right of the main content area is a blue button with the text 'Next >>'. The footer of the page is blue and contains the text 'powered by SurveyMonkey' with the SurveyMonkey logo.

You can also scan this code with your phone!
You will need to scroll down to get to the Next button.

Click the blue **Next** button to continue.




If you need to go back at any time, click the gray **Prev** button (don't use the back button on your browser.)

The next page will ask you to select the provider where you have received services. You will have to select one provider to continue. Scroll down the list if you don't see the one you are looking for.

Provider

*** Please select the name of your service provider.**

Ability Beyond
 ACCESS Agency
 Advanced Behavioral Health
 Alliance For Living
 APT Foundation Inc
 Artreach Inc.
 Backus Hospital
 Beth El Center Inc.
 BH Care
 Bridge House
 Bridges Healthcare Inc.
 Capitol Region Mental Health Center
 Catholic Charities - Inst for the Hispanic Family
 Catholic Charities of Fairfield County Inc.
 Catholic Charities- Waterbury
 Center for Human Development
 Central CT Coast YMCA
 Central Naugatuck Valley (CNV) Help Inc.
 Charlotte Hungerford Hospital

powered by  SurveyMonkey

Click **Next** once you have selected the correct provider.

The following page will show you a list of programs that are at the service provider you selected. You can choose multiple programs if you feel that your answers would be the same about each of them.



If you are answering questions about the provider as a whole, and not about any specific program – check the first option: “No Program specified – Provider level analysis only”.

River Valley Services

Please select the program(s) you are answering about:

☐ No Program specified - Provider level analysis only
☐ BHH ADULT NAE
☐ CSP/RP Team A
☐ CSP/RP Team B
☐ CSP/RP Team Lower County
☐ Employment Services
☐ Outpatient A
☐ Outpatient B
☐ Outpatient Lower County
☐ RVS Transitional Residence

SAMPLE

Click **Next** once you have selected your program(s).

You will now see some demographic questions.

Demographics	
Gender	
<input type="radio"/> Male	
<input type="radio"/> Female	
<input type="radio"/> Transgender	
<input type="radio"/> Other	
Age	
<input type="radio"/> 20 and under	<input type="radio"/> 35-54
<input type="radio"/> 21-24	<input type="radio"/> 55-64
<input type="radio"/> 25-34	<input type="radio"/> 65 and older

The survey questions will look like this:

For each item, select the answer that matches your view.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The location of services was convenient (parking, public transportation, distance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff was willing to see me as often as I felt was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff returned my calls within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Keep clicking the blue **Next** button at the bottom as you finish answering questions on a page.

Eventually, you will see these questions. Click **“Yes”** because you are a BHH* client.

Is there anything else that you would like to tell us about your services here?

Are you a Behavioral Health Homes (BHH) client?

☒ Yes

☐ No

<< Prev

Next >>

**BHH is an optional program for certain Medicaid clients who receive care management services from certain providers (BHcare, Bridges, Capitol Region Mental Health Center (CRMHC), Community Health Resources (CHR), Community Mental Health Affiliates (CMHA), Connecticut Mental Health Center (CMHC), InterCommunity, River Valley Services (RVS), Sound Community Services, Southeastern Mental Health Authority (SMHA), United Services, Western Connecticut Mental Health Network (WCMHN))*

After clicking **Next**, you will see this screen with additional questions:

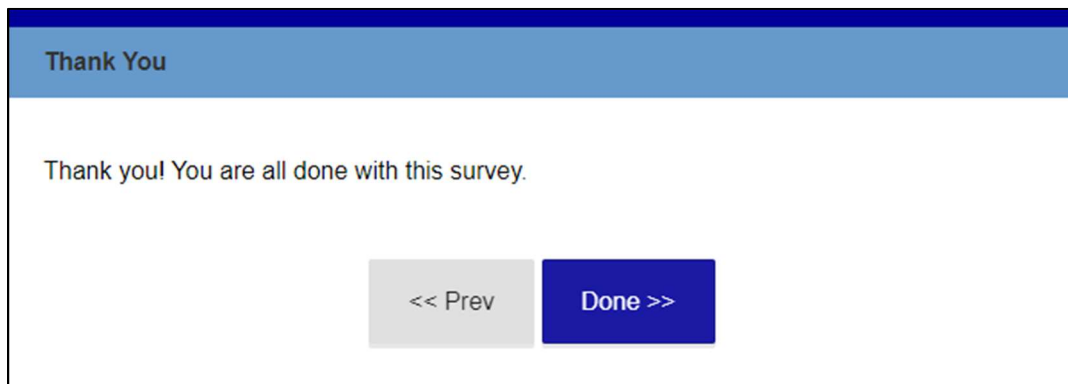
BHH

In general....

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
How satisfied are you with the access to care, treatment, or services and communication (are you able to get an appointment when you need to and is program responsive when you call)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the comprehensiveness of care, treatment, or services (are you able to get most of your needs met in the program)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Once you are finished with this page (scroll to get to the bottom), click the blue **Next** button to continue.

After clicking **Next**, you will see this screen:

A screenshot of a survey completion screen. At the top, there is a blue header bar with the text "Thank You" in white. Below the header, the main content area is white and contains the text "Thank you! You are all done with this survey." centered. At the bottom of the screen, there are two buttons: a light gray button on the left with the text "<< Prev" and a dark blue button on the right with the text "Done >>".

You're done! You can click Exit or Done to leave the survey.

Important things to remember:

All questions after the Provider selection are optional.

You can skip any questions you do not want to answer.

You can change your answers until you exit with the **Exit** or **Done** buttons.

Use the **Prev** and **Next** buttons at the bottom of each page to go back and forth within the survey.

You can use the **Exit** button in the upper right corner to leave the survey.

Finally - we truly appreciate your time and effort. Thank you very much.